

Enterprise Incident Report Nov 2010

As of 12/1/2010

Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Alcoholic Beverage Control	101 56	19 5	120 61
Customer Company Total	101 56	19 5	120 61

Enterprise Incident Report Nov 2010

As of 12/1/2010

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Alcoholic Beverage Control	101 3	19 0	120 3
Customer Company Total	101 3	19 0	120 3

Enterprise Incident Report Nov 2010

As of 12/1/2010

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Alcoholic Beverage Control	101 0.15	19 0.00	120 0.12
Customer Company Total	101 0.15	19 0.00	120 0.12

Enterprise Incident Report Nov 2010

As of 12/1/2010

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Alcoholic Beverage Control	101 1	19 1	120 2
Customer Company Total	101 1	19 1	120 2

Enterprise Incident Report Nov 2010

As of 12/1/2010

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Alcoholic Beverage Control	101 0.42	19 0.36	120 0.41
Customer Company Total	101 0.42	19 0.36	120 0.41

Enterprise Incident Report Nov 2010

As of 12/1/2010

Alcoholic Beverage Control

Detail

INC000000212415	Liquor Store 13 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 26.41
INC000000212672	Liquor Store 31 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212867	Bonnie Healey Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212871	Wayne Olson Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212877	Liquor Store 16 Metro D Desktop Support	Network Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212941	Liquor Store 31 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213387	Liquor Store 16 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213390	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213392	Liquor Store 13 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213460	Liquor Store 44 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213463	Liquor Store 16 Metro D Desktop Support	Network Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213465	Liquor Store 40 Metro D Desktop Support	Network Rod Tucker	None Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213466	Liquor Store 31 Metro D Desktop Support	Network Rod Tucker	None Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213468	Liquor Store 09 Metro D Desktop Support	Network Rod Tucker	None Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213470	Liquor Store 26 Metro D Desktop Support	Network Rod Tucker	None Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213616	Lorrie Hill Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

Enterprise Incident Report Nov 2010

As of 12/1/2010

Alcoholic Beverage Control

INC000000213651	Cindy L Holmes Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214539	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214546	Liquor Store 40 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214552	Liquor Store 03 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214556	Liquor Store 44 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Paper Jam Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000214570	Liquor Store 26 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214575	Liquor Store 02 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214603	Liquor Store 07 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215035	Liquor Store 03 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215044	Liquor Store 03 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215047	Liquor Store 44 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215087	Liquor Store 13 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000215091	Liquor Store 10 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000215099	Liquor Store 27 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215107	Liquor Store 44 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215108	Anita Knowley Voice Operations	Telecom Annette Nielsen	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 0.53
INC000000215685	Liquor Store 36 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

Enterprise Incident Report Nov 2010

As of 12/1/2010

Alcoholic Beverage Control

INC000000215721	Liquor Store 44 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215724	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215749	Liquor Store 06 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215751	Liquor Store 21 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Surveillix Surveillance Systems Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215752	Liquor Store 07 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215761	Liquor Store 39 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216735	Liquor Store 01 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000216742	Liquor Store 14 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000216757	Liquor Store 42 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216762	Liquor Store 41 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216765	Liquor Store 03 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	Microsoft Windows XP Professio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216769	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216777	Liquor Store 39 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216779	Liquor Store 11 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216791	Liquor Store 22 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216797	Liquor Store 20 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216799	Liquor Store 03 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

Enterprise Incident Report Nov 2010

As of 12/1/2010

Alcoholic Beverage Control

INC000000216805	Liquor Store 12 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216813	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216814	Liquor Store 13 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216829	Dennis Kellen Network Operations	Application Terry Mills	Error Alcoholic Beverage Control	None Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.67 2.67
INC000000217083	Liquor Store 44 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217366	Liquor Store 05 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professio Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217702	Liquor Store 20 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217708	Liquor Store 03 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217712	Liquor Store 41 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	Microsoft Windows XP Professio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219225	Wayne Olson Metro D Desktop Support	None Kevin Perry	None Alcoholic Beverage Control	None Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000219234	Tammy Bolte Metro D Desktop Support	Application Kevin Perry	None Alcoholic Beverage Control	None Medium Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 5.92
INC000000219285	Liquor Store 03 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Novell GroupWise 32-bit Windo Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219289	Liquor Store 09 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000219296	Liquor Store 44 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219304	Liquor Store 20 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.33
INC000000219369	Liquor Store 29 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219498	Anita Knowley Voice Operations	Telecom Annette Nielsen	Hardware Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09

Enterprise Incident Report Nov 2010

As of 12/1/2010

Alcoholic Beverage Control

INC000000219506	Anita Knowley Voice Operations	Telecom Annette Nielsen	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000219509	Anita Knowley Voice Operations	Telecom Annette Nielsen	Call/Receive Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000220003	Liquor Store 37 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220272	Mollie Brewer Metro D Help Desk	Application Dusty Serr	Password Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220901	Liquor Store 13 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220902	Liquor Store 41 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220967	Liquor Store 01 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220975	Liquor Store 35 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Novell GroupWise 32-bit Window Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220982	Liquor Store 13 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220989	Liquor Store 44 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221296	Liquor Store 37 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221837	Liquor Store 29 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000222180	Liquor Store 33 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222184	Liquor Store 36 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222253	Liquor Store 05 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222257	Liquor Store 27 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222263	Liquor Store 07 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14

Enterprise Incident Report Nov 2010

As of 12/1/2010

Alcoholic Beverage Control

INC000000222297	Liquor Store 01 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222463	Anita Knowley Voice Operations	Telecom Annette Nielsen	Feature Alcoholic Beverage Control	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 0.47
INC000000222500	Liquor Store 29 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222539	Liquor Store 20 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222580	Liquor Store 29 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222783	Liquor Store 38 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222784	Liquor Store 18 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222833	Liquor Store 38 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222834	Liquor Store 44 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222835	Liquor Store 16 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222848	Liquor Store 22 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222849	Liquor Store 16 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222850	Liquor Store 22 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222854	Liquor Store 09 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223070	David Higley Metro D Desktop Support	PC/Laptop Rod Tucker	Error Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.80 0.80
INC000000223161	Liquor Store 16 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223164	Liquor Store 37 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

Enterprise Incident Report Nov 2010

As of 12/1/2010

Alcoholic Beverage Control

INC000000223202	Liquor Store 30 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223342	Liquor Store 43 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223704	Liquor Store 21 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223711	Liquor Store 13 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Escalate Retail (ERP) Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223822	Liquor Store 13 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224110	Liquor Store 41 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224569	Liquor Store 40 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224573	Liquor Store 41 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224578	Liquor Store 08 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224807	Liquor Store 02 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224989	Liquor Store 27 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225044	Liquor Store 15 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225123	Liquor Store 42 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225431	Liquor Store 30 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225814	Lorrie Hill Help Desk	Application Brenda Treadway	Error Alcoholic Beverage Control	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000226544	Margaret Hardie Metro D Desktop Support	Print/Copy/Scan/Fax Kevin Perry	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.22 5.33
INC000000226563	Ronnie Torres Metro D Desktop Support	Print/Copy/Scan/Fax Scott Hulse	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.72 5.72

Enterprise Incident Report Nov 2010

As of 12/1/2010

Alcoholic Beverage Control

INC000000226655	Anita Knowley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Jed Patrick	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226917	Anita Knowley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Jed Patrick	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00